



**FACTOR INFLUENCING ENGLISH LANGUAGE APPREHENSION
AMONG EMPLOYEES IN MANAGEMENT SERVICES AND HUMAN
RESOURCES DIVISION OF ROYAL MALAYSIAN CUSTOMS
DEPARTMENT PUTRAJAYA**

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JANUARY 2020

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION (HONS) INTERNATIONAL BUSINESS FACULTY OF BUSINESS AND MANAGEMENT UNIVERSITI TEKNOLOGI MARA “DECLARATION OF ORIGINAL WORK”

I, ANIS ASYIKIN BINTI MOHD YAHYA, (IC Number: 970818-03-5398)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks sources of my information have been specifically acknowledged.

Signature: _____ Date: _____

LETTER OF SUBMISSION

26TH DECEMBER 2019

The Head of Program

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Faculty of Business and Management

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Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project titled “FACTOR INFLUENCING ENGLISH LANGUAGE APPREHENSION AMONG EMPLOYEES IN MANAGEMENT SERVICES AND HUMAN RESOURCES DIVISION OF ROYAL MALAYSIAN CUSTOMS DEPARTMENT PUTRAJAYA” to fulfil the requirement as needed by the Faculty of Business Management,

Universiti Teknologi MARA.

Thank You.

Yours Sincerely,

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ABSTRACT

Most companies and organizations, including those which use English as a formal language, profit from the ability to communicate in English. Organizations doing international business would definitely employ people who speak English in the first or second language on a regular basis, rendering it very important for them to use English on the job. Therefore, this study is intended to investigate factor influencing English language apprehension among employees in Management Services and Human Resources Division of Royal Malaysian Customs Department Putrajaya. The dependent variable in this study was factor of English language apprehension whereas four factors composed of the independent variables, namely education and knowledge, communication anxiety and self-esteem. The Census Method was used as a Complete Enumeration Survey Method the respondents collected total of 104 from Management Services and Human Resources Division of Royal Malaysian Customs Department. The Statistical Package for Social Sciences Software (SPSS) was used to key all data collected in and interpret them. The data were gathered to evaluate the descriptive, correlation and multiple regression. To check the interaction between variables, a multiple regression approach has been used. The result indicates that education and knowledge have significant relationship with factor of English language apprehension. The most significant predictor of English language apprehension is education and knowledge which found that the lower education and knowledge the higher apprehension of English language. The finding of this study can be very useful in preventing English language apprehension by various parties such as government, associations as well as businesses.

Keywords: Factor of English Language Apprehension, Education and Knowledge, Communication Anxiety, Self-Esteem.